

**WEATHERIZATION OPERATIONS MANUAL
TRAINING & CONTINUING EDUCATION FOR CREW
REQUIREMENT 42 - EFFECTIVE April 1, 2022**

I. TERMS AND DEFINITIONS

Comprehensive Training

Formerly known as Tier 1 training, comprehensive training refers to any comprehensive, occupation – specific training that follows a curriculum aligned with the JTA for that occupation. Comprehensive training must be administered by, or in cooperation with, a training program that is accredited by a DOE-approved accreditation organization for the JTA being taught¹. The Oklahoma Association of Community Action Agencies is an IREC accredited training center. *There are four WAP occupations for which Comprehensive Training is offered: Crew Leader, Retrofit Installer, Quality Control Inspector, and Energy Auditor.*

Crew Leader

A crew leader is a residential energy efficiency professional who, at any point, is responsible for supervising the retrofitting activities specified in the scope of work of a job. He or she is responsible for interacting with the client plus managing personnel and materials on the job site in a safe and effective manner. The crew leader is responsible for quality control, testing procedures, documentation, and conducting a final walk through to ensure that all work is completed in a satisfactory manner. Crew Leaders must possess the knowledge, skills and abilities listed in the National Renewable Energy Laboratory Job Task Analysis for Crew Leaders².

Energy Auditor

The Energy Auditor (EA) is an experienced professional who evaluates the health and safety, durability, comfort, and energy use of a residential building. The Energy Auditor conducts advanced diagnostic tests, gathers and analyzes data, and creates models to draw conclusions and make recommendations to the client for improvements. EAs must possess the knowledge, skills and abilities listed in the National Renewable Energy Laboratory Job Task Analysis for EAs³.

Interstate Renewable Energy Council

IREC provides third party accountability and accreditation to WAP Training Centers to ensure quality and consistency of WAP Council occupation training.

Job Task Analysis (JTAs)

JTAs are the knowledge, skills and abilities that a WAP practitioner and home energy professional needs in order to perform a given job effectively and safely. DOE has provided four job occupations for the WAP program: Crew Leader, Retrofit Installer, Quality Control Inspector, and Energy Auditor. A complete list of the JTAs for each of these four positions can be found on DOE's [website](#). JTAs are used by training providers to develop coursework that can be verified and accredited by a third party organization to ensure a higher level of consistency and quality. The Interstate Renewable Energy Council (IREC), provides this third party

¹ [WAP Memorandum 034](#) – Clarification on WPN 15-4 Tier 1 and Tier 2 Training

² [Kurnik, C. & Gasperson, S. "Weatherization Crew Leader Job Task Analysis". National Energy Resource Laboratory, June 2019](#)

³ Head, H. & Kurnik, C. "[National Renewable Energy Laboratory, NREL Job Task Analysis: Energy Auditor.](#)" (May 2018)

accountability.

New Hire

A new hire is an agency employee who started with the agency's weatherization department either for the first time, or returned to work for the agency after a period of two years (previously employed by the agency). Staff (except for new program managers) who are promoted or change positions within the weatherization program are not considered new hires. These promoted or new position staff members (with the exception of program managers) must simply follow the continuing education requirements for that individual's new WAP occupation. New Program Managers are always considered a new hire for the purposes of training.

Program Manager

A program manager is responsible for managing, at a minimum, the daily administrative and operational aspects of their agency's Weatherization Program. This includes overseeing the management plan, budget, and adherence to ODOC programmatic requirements. Every agency that has a DOE WAP and DHS LIHEAP contract must have a designated Program Manager. Some agencies may use weatherization director or some other job title. ODOC has chosen to use DOE's terminology of Program Manager.

Quality Control Inspector

A Building Performance Institute (BPI) certified Quality Control Inspector is a residential energy efficiency professional who ensures the completion, appropriateness, and quality of energy upgrade work by conducting a methodological audit/inspection of the building, performing safety and diagnostic tests, and observing the work⁴. QCIs must possess the knowledge, skills and abilities listed in the National Renewable Energy Laboratory Job Task Analysis for QCIs as mandated in the U.S. Department of Energy Weatherization Program Notice [15-4](#)⁵. *[NOTE – this term is also often used interchangeably with Quality Control Inspection]*

Retrofit Installer

A retrofit installer technician is a residential energy efficiency professional who installs energy efficiency upgrades in single-family homes, and small multi-family housing (2-4 units). An installer uses a variety of building science best practices to improve safety, comfort, durability, indoor air quality, and energy efficiency. Retrofit Installers must possess the knowledge, skills and abilities listed in the National Renewable Energy Laboratory Job Task Analysis for Retrofit Installers⁶.

Specific Training

Formerly known as Tier 2 training, specific training is single-issue, short term training to address acute deficiencies in the field⁷. Here is a non-exhaustive list of Specific Trainings: ASHRAE, RRP Lead Renovator, Health and Safety Specific Training, Building Envelope, Pressure Diagnostics, Insulation, CAZ, OSHA, NEAT/MHEA Training, Conference Trainings.

⁴ Head, H. & Kurnik, C. "[Single Family Quality Control Inspector Job Task Analysis](#)." National Renewable Energy Laboratory. (May 2018)

⁵ DOE, [Weatherization Program Notice 15-4](#) – Quality Work Plan Requirement Update. (October 21, 2014).

⁶ Knowledge, skills, and abilities for a retrofit installer are contained in the Crew Leader JTA, "Domain 3: Implement Scope of Work. Kurnik, C. & Gasperson, S. "[Weatherization Crew Leader Job Task Analysis](#)". National Energy Resource Laboratory, June 2019

⁷ [WAP Memorandum 034](#) – Clarification on WPN 15-4 Tier 1 and Tier 2 Training

WAP Occupations

There are four primary DOE WAP occupations or classifications that have JTAs developed by the National Resource Energy Laboratory: Crew Leader, Retrofit Installer, Quality Control Inspector, and Energy Auditor.

II. PURPOSE

- A. ODOC has an obligation and federal mandate to ensure that all weatherization work meets DOE quality standards. DHS LIHEAP weatherization audit and work standards are the same as DOE. This includes, but is not limited to the following:
 - Ensuring that the scope of weatherization work is determined in compliance with DOE/ODOC approved energy audit policies and procedures;
 - Ensuring all weatherization work is completed and installed according to DOE/ODOC policies and the National Resource Energy Laboratory's Standard Work Specifications;
 - Ensuring strong financial management and the cost effectiveness of all weatherization work completed with ODOC weatherization contract funds (both DOE and DHS LIHEAP).
- B. ODOC provides funding and support for training and technical assistance activities to ensure that all weatherization work meets the high quality standards as listed above. All training and technical assistance activities are intended to maintain or increase the efficiency, quality, and effectiveness of the WAP at all levels, including at State level. All weatherization workers that complete weatherization job tasks are required to have the knowledge, skills, and abilities to perform those tasks.

III. PROCEDURES

- A. Every Subgrantee Recipient must have at least one person that performs the job tasks for each of the four primary WAP technical occupations (Crew Leader, Retrofit Installer, Quality Control Inspector, and Energy Auditor), and one administrative WAP occupation of Program Manager. A full-time intake or administrative staff person is strongly recommended for all successful weatherization programs.
 - i. **Beginning with PY2020, the four technical occupations may be subcontracted or fulfilled by someone on staff. The Program Manager must be someone on staff.** Although not currently required, every Subgrantee Recipient is encouraged to have a BPI Energy Auditor on staff (not contracted). ODOC will make this a requirement in future contract years.
 - ii. A person who engages or completes WAP occupation job tasks (as defined in Section II above), must receive comprehensive and specific trainings for that WAP occupation according to the new hire dates and continuing education requirements below. **If a single person completes job tasks in more than one WAP occupation, he or she must be trained in EACH WAP occupation.**
 - iii. For any of the four WAP occupations listed above, if weatherization staff or contractors have not been properly trained as per this requirement (including continuing education requirements), and there is no one on staff or contracted who is properly trained to supervise the employee(s) or contractor(s), the Subgrantee Recipient **must cease production immediately** and contact ODOC for guidance. Failure to do so may result in homes being determined as unallowable. The Subgrantee Recipient may be placed on a probationary period and be asked to submit a quality improvement or corrective action plan.
- B. Subgrantee Recipients are awarded a certain amount of T/TA funds to use each Program Year. ODOC determines each Subgrantee Recipient's final T/TA award by the information submitted in the Training Plan that is annually required with the submission of all DOE applications.
 - i. A final training report, to reflect what training was received and when, must be submitted with contract closeout.

- ii. Agencies must retain documentation and justification for T/TA expenses with their files. Conference agendas or other T/TA documentation could be requested by ODOC to ensure that trainings were applicable to WAP.
- iii. Although a Subgrantee Recipient is required to budget the full amount of T/TA awarded initially, in the third quarter of a given contract period, if a Subgrantee Recipient believes they will not be able to spend all their T/TA training funds, they may request a budget revision through their ODOC Energy Projects Specialist.

C. The following costs are considered allowable with **DOE WAP** training and technical assistance funds:

- i. Required trainings as outlined in this Requirement.
- ii. Weatherization conferences in and out of state (to include registration, lodging, and per diem)
- iii. OKACAA conference sessions that provide benefit to the weatherization program (e.g. ROMA)
- iv. Testing for BPI Certifications
- v. Providing information concerning conservation practices to occupants of eligible dwelling units (client education).
- vi. Evaluation of Program outcomes (for example, ROMA training)
- vii. Participation, travel, logistics of training activities and events
- viii. Costs associated with training contractors that work within the weatherization program may also be charged to T&TA. However, an ODOC approved retention agreement with the contractor must be obtained in exchange for the training. The retention agreement must require that the contractor will work in the Program for at least one year or longer, although ODOC may require that additional years be added depending on the proposed training to be provided with DOE WAP funds.
 - a) Retention agreement must include a clause that allows for early agreement termination if the contractor fails to perform according to required standards.
- ix. In the event that T&TA funds are limited, the cost of training may be charged to T&TA and the employee's time for participation in the training event may be charged to labor under program operations.

D. **DHS LIHEAP** only allowable training and technical assistance costs can be found in Requirement 302A.

E. Comprehensive training must be provided by an [IREC training center](#) while specific training may be provided by other non-accredited training centers. A comprehensive list of all weatherization training centers in the nation can be found [here](#).

F. Although not required, Subgrantee Recipients are encouraged to contact ODOC as soon as possible when there is staff or contractor turnover so that ODOC can support the Subgrantee Recipient in developing a plan and budget to ensure that quality of energy auditor or weatherization work is not compromised.

G. Subgrantee Recipients' are required to share the final exam scores for all WAP staff for all comprehensive trainings. Specific training final exam scores must be provided upon ODOC request.

- i. If a Subgrantee Recipient has a Weatherization staff person or contractor complete a comprehensive or specific training through OKACAA, there is no need for the Subgrantee Recipient to submit the final scores themselves. ODOC will work with OKACAA to receive

- notification.
- ii. If a Subgrantee Recipient has a Weatherization staff person or contractor complete a comprehensive or specific training through another training center, final exam scores must be provided to ODOC upon request. Scores must be submitted by email to the Subgrantee Recipient's assigned ODOC liaison. Scores must be provided on third party documentation.
 - iii. Subgrantee Recipients who have Weatherization staff or contractors that do not achieve a passing score (OKACAA's passing score is 80 percent, although it may vary depending on the training center) must retake the test and make a passing score within 90 days. ODOC will not pay for additional training or testing after the third test.
 - iv. ODOC may require Subgrantee Recipients who have Weatherization staff or contractors that do not achieve a passing score on comprehensive or specific trainings to have additional monitorings or training or other requirements to ensure quality of work.
 - v. See also Section IV(A)(iii).

1. NEW HIRE TRAINING REQUIREMENTS

- A. New weatherization employees of Subgrantee Recipients must attend weatherization training within 6 months and 12 months from their weatherization department hire start date. **Staff may not function unsupervised until training and certification requirements are met for the job tasks they are assigned to as part of their position or role at the agency. A Subgrantee Recipient cannot allow a new and untrained employee to work on any homes at any point until training or certification (as per this requirement) is received, unless they are supervised at all times by someone who has proper training and certification for the job tasks the new employee is completing.** The person responsible for the final quality control inspection CANNOT be the person supervising the work on the home for the new and untrained employee. If there is no one on staff qualified to supervise those job tasks (for example, if the Subgrantee Recipient has experienced high levels of turnover), then production cannot continue until staff has been properly trained, unless the Subgrantee Recipient contracts out some of the work to qualified individuals. Production and any weatherization work completed without proper training and certification as per these requirements is NOT an allowable DOE or DHS LIHEAP expense.

i. 6 MONTHS

- a) EPA Renovation Repair and Renovation Program
- b) OSHA 10.2

ii. 12 MONTHS

- a) Comprehensive training for at least one WAP occupation through an IREC accredited program. If a person will be completing job tasks for more than one WAP occupation, then the individual must receive more than one comprehensive training.
- b) OSHA 30 for any persons responsible for completing Crew Leader Domain III – V job tasks⁸.
- c) New staff have 12 months to obtain training and certification; however, they may not work unsupervised until training is received nor can they be supervised by the person responsible for the final quality control inspection of any home.

- B. All new program managers, who have been hired or promoted to program manager since April 1, 2019,

⁸ Kurnik, C. & Gasperson, S. "Weatherization Crew Leader Job Task Analysis". National Energy Resource Laboratory, June 2019

MUST contact ODOC through their assigned Program Representative to request a Program Manager Training Evaluation and Training Plan within 60 days of PY2020 contract execution. All new or promoted program managers after April 1, 2020 MUST contact ODOC through their assigned Program Representative to request a Program Manager Training Evaluation and Training Plan within 30 days of position start date.

- i. The Training Evaluation consists of a conference call or in person meeting between ODOC assigned staff, the Subgrantee Recipient Program Manager and OKACAA assigned staff to review the experience and training needs of the new Program Manager.
 - ii. A Training Plan must be developed as a result of the Training Evaluation, signed by the new Program Manager. A Subgrantee Recipient has one (1) year (unless otherwise specified on the Training Plan) to complete the entire Training Plan. The completed and signed Training Plan must be submitted to ODOC upon completion.
 - ii. A Subgrantee Recipient cannot self-determine sufficient training or experience in a specific area.
 - iii. Program Managers must also attend an Intro to ROMA [Results Oriented Management Accountability] training (see Requirement 101).
- C. Subgrantee Recipients who contract out some or all of their weatherization work must ensure that the contractor(s) have required certifications and receive continuing education to maintain their knowledge and skills. Subgrantee Recipients that contract with another community action agency to complete their weatherization work should also ensure that their contractor has the required trainings and that they adhere to this Requirement.

2. CONTINUING EDUCATION REQUIREMENTS

Each WAP occupation has continuing education requirements that must be followed.

A. Retrofit Installer

Every 3 years an individual must attend an IREC accredited **Comprehensive Retrofit Installer Training** that aligns with the Retrofit Installer JTAs. The exact number of training hours may vary, as long as the comprehensive training is an approved IREC training program. For example, some training centers may use the badge system (reducing the number of classroom training hours), while others may not.

B. Crew Leader

Every 3 years an individual must attend an IREC accredited **Comprehensive Crew Leader Training** that aligns with the Crew Leader JTAs. The exact number of training hours may vary, as long as the comprehensive training is an approved IREC training program.

C. Quality Control Inspector

Every 3 years an individual must obtain 30 hours of BPI qualified Continuing Education Units (CEUs) and recertify as a BPI Quality Control Inspector through an IREC accredited training center. An individual may elect to attend an IREC accredited **Comprehensive Quality Control Inspector Training** as part of their CEU credits.

D. Energy Auditor

If an auditor has a BPI certification for Energy Auditor, the auditor only needs to obtain the BPI required 30 hours of qualified Continuing Education Units (CEUs) to recertify as a BPI Energy Auditor through an IREC accredited training center. An individual may elect to attend an IREC accredited **Comprehensive**

Energy Auditor Training that aligns with the Energy Auditor JTAs as part of their CEU credits. If an auditor does NOT have a BPI certification, they MUST take a **Comprehensive Energy Auditor Training** every 3 years.

E. Certified Environmental Protection Agency Renovator (Renovation, Repair and Painting Program)

All certified renovators must receive a new certification every 5 years. Oklahoma is one of the few states that operates its own EPA RRP program through the Oklahoma Department of Environmental Quality. Certification as a renovator in other states does not meet Oklahoma EPA RRP requirements.

F. NEAT/MHEA Training

Energy Auditors, Quality Control Inspectors, and anyone responsible for inputting data into the NEAT/MHEA program and interpreting the results (which must be a trained Energy Auditor), will be required to have a NEAT/MHEA refresher training every 2 years, or the equivalent of 20 hours of classroom or field training (taken over the period of 2 years) unless otherwise requested or approved by ODOC. Classroom or field training must be provided by a weatherization training center (does not have to be IREC accredited), or a weatherization training contractor/instructor.

G. Health and Safety Training

Other required Health and Safety Training (including ASHRAE) is part of Comprehensive training, unless otherwise required by ODOC.

- i. See Health & Safety for additional guidance on lead training
- ii. See Health & Safety for additional guidance on asbestos training.
- iii. See Health & Safety for additional guidance on HVAC training.

3. NEW HIRE AND CONTINUING EDUCATION SUMMARY TABLE FOR WAP OCCUPATIONS

NEW HIRE TRAINING SUMMARY TABLE					
	Energy Auditor	Crew Leader	Quality Control Inspector	Retrofit Installer	Program Manager
Comprehensive Training	12 months	12 months	12 months	12 months	Any new program managers since April 1, 2019; New program managers within 30 days of new position or hire date
EPA RRP	6 months	6 months	6 months	6 months	
OSHA 10	6 months	6 months	6 months	6 months	
OSHA 30	N/A	12 months	N/A	N/A	

CONTINUING EDUCATION SUMMARY TABLE				
	Energy Auditor	Crew Leader	Quality Control Inspector	Retrofit Installer
Comprehensive Training	Obtain 30 hours of BPI approved CEUs and pass BPI certification, which can include comprehensive training; OR 3 years (if not BPI certified)	3 years	Obtain 30 hours of BPI approved CEUs and pass BPI certification, which can include comprehensive training	3 years
EPA RRP	5 years	5 years	5 years	5 years
NEAT/MHEA	2 years	N/A	N/A	N/A

V. FORMS

N/A

VI. ATTACHMENTS

N/A

VII. RESOURCES

- DOE Guidelines for Home Energy Professionals, <https://energy.gov/eere/wipo/guidelines-home-energy-professionals>
- The IREC ISO 17024 Accreditation Program for Energy Efficiency Training Programs, listing of all IREC accredited centers: <https://irecusa.org/credentialing/credential-holders/>
- The Standard Work Specifications for Home Energy Upgrades for Single Family , Manufactured Housing, and Multifamily Homes <http://sws.nrel.gov/>
- Weatherization Program Notice 15-4, Quality Work Plan Requirements, <https://www.energy.gov/eere/wipo/downloads/wpn-15-4-quality-work-plan-requirement-update>
- Weatherization Program Notice 17-7, Health and Safety Guidance, <https://www.energy.gov/eere/wipo/downloads/wpn-17-7-weatherization-health-and-safety-guidance>